Tech Data®

Global Lifecycle Management

End-to-End Product Lifecycle Support

Freedom to focus on the road ahead

OEMs excel at creating great products and staying on top of the latest technology advances. The problem is that — in order to support a product completely — you need to consider every single hardware touchpoint that surrounds it.

From the most complex design integrations to disposing of a product while returning value back into the business from that product, every stage of the lifecycle is important to both you and your customers' businesses.

> **You need a new category of technology partner — beyond product distribution — to handle the product lifecycle needs that you can't or no longer want to do yourself.**

By having a technology partner who can handle the entire product lifecycle, you get to accelerate your growth, reach your destination faster and experience:

Cost Reduction

Reduce fixed costs and free up capital by leveraging an established infrastructure.

A Seamless Transition

Implement changes smoothly without disrupting your regular business operations.

Increased Capacity

Free up space by taking advantage of strategically located global facilities.

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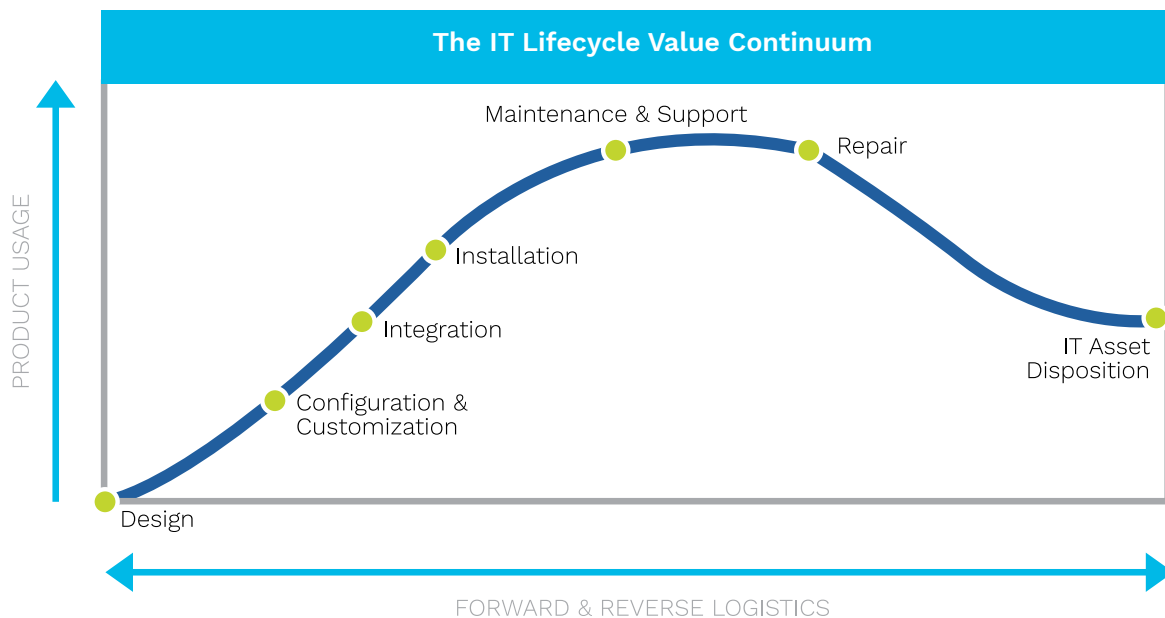
Global Lifecycle Management

Tech Data Global Lifecycle Management (GLM) provides comprehensive end-to-end solutions, OEM-agnostic engineers and certified technicians to give you new ways to release capital from your business and dial your resources up or down based on your needs — we call it Capital on Tap™. This gives you more resources to invest in other areas of your business, the opportunity to focus more intently on innovation and transformation and the freedom to focus on the road ahead.

With GLM, you can confidently scale, extend, augment or even outsource your product lifecycle management and trust it will be done right.

The IT Lifecycle Value Continuum

PRODUCT USAGE

- Design
- Configuration & Customization
- Integration
- Installation
- Maintenance & Support
- Repair
- IT Asset Disposition

FORWARD & REVERSE LOGISTICS

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Product Lifecycle Management Services

Supply Chain Management

We build flexibility into your supply chain to increase visibility, drive efficiency and reduce costs. Outsource all or part of your supply chain with our powerful supply chain alternatives. Our expert team designs 3PL, fulfillment and hybrid models to optimize your supply chain, reduce costs and release precious capital from your operations.

Our industry-leading suite of capabilities streamlines your supply chain, offers an unmatched customer experience and frees up your resources to focus on your company's core differentiators.

Capabilities include:

- Inventory management
- Pricing and promotions
- Financial services
- Pre- and post-sales support
- Warehousing and distribution
- Transportation management
- Order management
- E-commerce
- Import and export management

Integration

Deliver custom-tailored solutions to your customers — everything from endpoint devices to complex rack-mounted systems.

Extend your engineering support, improve your time to market and instantly scale your production capacity. Our teams excel in areas where complexity is high — from simple deployment validation to developing converged infrastructures to the truly complex world of product design. Taking a whole lifecycle view, our engineers deliver on the form, fit and function of all the work, including testing, troubleshooting, repairing and field deployment.

Capabilities include:

- Product design
- Complex converged assembly
- Endpoint device configuration
- Customization options
- Project management
- Test environment and prototyping

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Deployment

Add the global resources of GLM to extend or outsource your service delivery capabilities. We can deliver a broad scope of technical capabilities worldwide with services for multi-site deployment and migrations, so your internal resources can focus on developing innovative ways to serve your customers.

Scale your workforce with expert engineers who are certified in your technology — and gain the peace of mind that comes from knowing your customers are receiving the highest quality service. We use best practices and proven methodologies to give your customers the experience that works best for their IT environment. When customers implement new technology into their IT ecosystem, we deploy your technology to maximize IT value.

Capabilities include:
- Implementation
- Installation
- Migration

Maintenance and Support

GLM's maintenance and support services provide you with a highly responsive maintenance capability to ensure your customers have fully operational IT equipment to meet their individual business needs.

Provide your customers with in-warranty through end-of-life service programs to maintain their technology lifecycle needs. With your customers' best interests in mind, we deliver exceptional service through our maintenance and support programs. Stay closer to your customers with our single support solution within a multi-vendor environment. No matter what technology your customers use, we have engineers who are trained and certified to work on it.

Capabilities include:
- Infrastructure software maintenance
- Hardware maintenance
- Renewals
- Support

Repair

Customer satisfaction and retention depend on quality repairs. GLM's expert engineers and certified technicians repair a full spectrum of IT products on your behalf.

Keep your products in your customers' hands, operating the way they are intended to. Speed and quality go hand in hand for our technical engineers who repair your customers' products, and we keep you informed about your program with real-time reporting and tracking on every part and every product. With state-of-the-art facilities across the globe, we are uniquely positioned to provide a broad range of support to your customers.

Capabilities include:

- Repair
- Program management and reporting
- Depot inventory management
- Demonstration and evaluation

IT Asset Disposition (ITAD)

Reduce complexity and recover additional value with GLM's complete ITAD services. You can trust your customers' aging IT equipment to GLM's certified engineers and quality standard processes.

Managing end-of-life services requires secure facilities, compliant procedures and responsible engineers — and GLM has it all. Our team helps you determine the best outcome for your customers' aging technologies, and works with you to extend or sunset these IT equipment investments to maximize the product life value.

Capabilities include:

- Refurbishment services
- E-cycling
- Data erasure and security
- On-site services
- Inventory management and reporting
- Account management

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Tech Data Global Lifecycle Management gives technology companies the freedom to focus on the road ahead by providing one-of-a-kind end-to-end product and customer lifecycle management services that help you release capital from your business and invest in what matters most to you.

For more information, visit: **servicesbytechdata.com**